Freestyl 1 Quick Reference Sheet

To get an Rma for repair go email support@engeniustech.com and ask for an Rma request form.

Basic Troubleshooting

If you encounter any issues with the system, do a power reset on both handset(s), and base. If you are still having issues try resetting the handset & base. Note: You have to re-register all handsets if the base is reset.

(Ref #1) Resetting a handset: Press menu, ####*, then scroll down to "system reset". Then press "select" and next press "Clear All" or "Keep Registration". Keep registration clears all settings except registration to the base station.

(Ref #2) Resetting the base: First power-up the base for at least 5 seconds. Press and hold the reset button (near the phone line plug on the back), until you hear a single long tone. Note: All handsets will need to be re-registered to the base (Ref #3).

(Ref #3) Registering a handset: First power-up the base for at least 5 seconds. Press and hold the register (labeled REG) button that is on the back until you hear a tone. While the base is active, press Menu 7, 1 on the handset. The handset will then show "registration completed".

(Ref #4) Deregistering a handset: Same as Ref #3, but press Menu 7, 2 on the handset.

(Ref #5) Volume is too low for me to hear: Press Menu, ####* (Service mode), then scroll down to "Volume adjust". Now select "Handset" then "Receiver Out" for changing overall earpiece audio levels.

(Ref #6) Phone rings every hour, on the hour / phantom ringing: If the handset is ringing in intervals of time, it is most likely due to a voicemail signal provided by the phone company. You will need to change our message waiting indication to accept FSK signals. Press Menu, ####* (Service mode), then scroll down to "Stutter tone". Press "select" and change the setting to "off".

(Ref #7) Phone doesn't ring, it only shows "Line Off" on the display: Call Barring has been enabled. To allow incoming calls to come in and ring press Menu 4, 3, pw = 0000 (default), 2 (incoming), 2 (line on/off), "on".

(Ref #8) "Base has no available ID" prompt when attempting to register a handset: Up to 9 handsets can be registered to a base station (handset ID's 11-19). You must reset the base (Ref #2) to clear stored information, and then register all handsets to start over at ID 11.

(Ref #9) Lost password: The default password is "0000". If you lose the password, you will need to reset the handset

(Ref #10) Cannot transfer or answer calls properly: This may be related to the flash time setting. The Freestyl default setting is 600ms. You may need to adjust this to match your phone system it is behind. Press Menu 6 (base settings), then "0000" for the pin. Option 2 is flash time. We have found in some cases adjusting it down to around 200ms may be necessary behind certain voice lines for proper 3 way call handling or transferring calls behind a PBX.

TIPS!

Custom naming: It is recommended that you custom name your handset to match the users name and/ or extension it is wired to. Press Menu, 5, 7 and then add your custom display name.

How to transfer a call to a different extension: If using a PBX, while on the call, press the green talk button (flash), then dial the extension, then "END" to complete the transfer. For Nortel PBX's press Flash + Star 70 + extension + end.

How to turn up/down microphone sensitivity: Press Menu 5, 1 if needing it down. A secondary location to change this is Menu ####*, then scroll down to "volume adjust". Press "select", and then select "handset". Scroll down to "Mic In".

*For further support please email **support@engeniustech.com** Revised 4/1/2011*

FREESTYL 1 FAQ'S

Q1. How do I transfer a call from an EnGenius handset to a different extension off my PBX phone system?
A1. To transfer on most PBX's will require you to press the flash (green button) key + extension number, then the "end" (red button) to complete the transfer. An exception is Nortel which requires you to press flash, star, 70 + extension number, then "end". Our product is an analog device and therefore requires an analog port off a PBX. Other PBX options such as overhead paging can also be found in the PBX systems user manual for analog phone use (i.e. 2500 sets).

Q2. How do I register handsets to multiple Freestyl base units?
A2. A Freestyl handset can only register to one base at a time. Only our DuraFon 1x or PRO supports this.

Q3. Can a Freestyl handset work with a DuraFon base unit?
A3. No. The Freestyl is not compatible with any other systems.

Q4. Will my external antenna from my older EnGenius phone still work with my Freestyl?
A4. Yes. Our reverse thread TNC connector on the base is the same on ALL telecom products since inception to today.

Q5. Will my multiple Freestyl base units interfere with each other or other communication devices?
A5. Yes, base units and or the external high gain antennas should be at least 20' apart from each other and other electronic equipment for best performance and to reduce interference.

Q6. Does my Freestyl have built in Voice Mail?
A6. No built in Voice Mail.

Q7. Does the Freestyl support call waiting, and/or 3 way calling?
A7. Yes, provided this is handled by the phone company or phone system it is connected to. You will need to press the flash key to flip between callers.

Q8. What frequency does the Freestyl operate on and will it interfere with WiFi networks?
A8. The Freestyl uses frequency hopping spread spectrum technology at 902 to 928MHz. WiFi networks use 2.4GHz and 5.8GHz so our system will not interfere with WiFi networks.

Q9. Why does the Freestyl use 900MHz when many newer phones use 1.9, 2.4, and 5.8GHz frequencies?
A9. Contrary to common belief, range is actually better at lower frequencies. Lower frequencies are less absorbed by objects and less affected by walls, buildings, trees, and even open air. Additionally we use 900MHz to avoid the sharing of WiFi networks, which would not only cause interference, but would also reduce range for our system as well.

Q10. When was my phone built, how old is my phone?
A10. The first three values in the serial number determine build date. The first two are the year, and the third digit is the month, where A = Oct., B = Nov., and C = Dec. For example 07Cxxxxxx = 2007, December.

Q11. How different is the range for 2-way or broadcast handset to handset, as compared to base to handset communication?
A11. 2-way intercom and broadcasting from a handset to other handsets does not use the base. Range will be less than a typical incoming call or broadcast from the base, typically 25% to 50% less. If an external antenna is used on the base, the range difference will be even more noticeable. To maximize 2-way or handset broadcasts, use the long antenna on the handsets.

Q12. How long is the warranty for my Freestyl?
A12. The Freestyl has a 1 year limited warranty on the handset and base and 90 days on accessory items.

Q13. How much power does the Freestyl put out?
A13. Transmit power is approximately 27dbm or 500mW. Our product is FCC approved to be safe and in comparison, the power and frequency is very close to that of a cellular phone.

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